

Jim Doyle
Governor

Roberta Gassman
Secretary



HUMAN RESOURCE SERVICES
201 East Washington Avenue
P.O. Box 7946
Madison, WI 53707-7946
<http://www.dwd.state.wi.us/>
Telephone: (608) 266-1093
FAX: (608) 261-0707

State of Wisconsin
Department of Workforce Development

April 15, 2005

Job Announcement Code: 05-00795

TO: Candidates for Collections Specialist – 50%

Thank you for expressing your interest in this position with the Department of Workforce Development.

This Applications Materials Review is a type of examination designed for you to provide specific information about your qualifications for this position. It includes questions that require more in-depth information than can be provided by a resume alone. **In order to receive further consideration for this position, you must answer the three questions that comprise this exam.** The exam questions are immediately following this memo.

The responses you provide are considered “exam” materials and will be rated by a panel of persons who are familiar with the duties of these positions and the knowledge, skills and abilities necessary to perform these duties. Be specific and concise in the information you provide. It is important that your responses sufficiently describe your experience so that the persons who will review and score your materials are able to make an accurate judgment regarding your training and experience. *The information you provide should enable raters to clearly understand your duties and responsibilities, how you performed these duties and responsibilities and for what purpose, your role in the organization and your level of responsibility, and, finally, the extent of your experience.* Our goal is to obtain an accurate picture of each candidate without introducing irrelevant information.

This packet also contains the Application for State Employment form, which you must complete and return with your exam responses; a Veterans Preference Supplement form, which you must complete and return with your exam responses if you are eligible to receive Veteran’s Preference points; and a copy of the position description for this job, which you may keep for future reference.

I hope that you will take the time to review the enclosed information and submit the required application information. Please submit your materials to:

DWD, Human Resource Services, P.O. Box 7946, Room A400, Madison, WI 53707-7946. Your **completed application materials** must be received in this office **by 4:30 p.m. on Monday May 9th, 2005.** Late or incomplete application materials will not be accepted.

Questions concerning the selection process may be directed to me at (608) 266-1810 or e-mail shelley.ringelstetter@dwd.state.wi.us

Sincerely,

Shelley Ringelstetter
Staffing Specialist

APPLICATION MATERIALS REVIEW

COLLECTIONS SPECIALIST – 50%

INSTRUCTIONS

This examination consists of THREE (3) questions that require a response.

Please begin your response to each required question on a new page and clearly indicate which question you are addressing. Also, please limit your response to each question to no more than ONE typewritten page per area. Do not write your name on any pages that contain a response. Write only your social security number at the top of the pages containing your responses.

NOTE: Pages in excess of the specified limit may not be evaluated.

Describe your training and experience in the following areas. For each question, provide detailed information about your role, duties and responsibilities including the length, depth and scope of each experience.

- 1) negotiating agreements and resolving disputes**
- 2) using personal computers in an office environment including word processing, spreadsheet and database programs and**
- 3) responding to inquiries/providing customer service over the phone, in writing and in person.**

END OF EXAM QUESTIONS (see next page for additional application materials)

AFFIDAVIT

PLEASE READ AND SIGN THE FOLLOWING STATEMENT AND RETURN WITH MATERIALS.

I understand that this is a test and that the practice or attempt to practice any deception or fraud will result in my application being withdrawn or removal from the position if I am hired. I certify that all information provided herein is true to the best of my knowledge, and that the information can be verified, if necessary, by persons whom I can name as references if requested.

SIGNATURE _____ DATE _____

NAME (PRINT) _____

ADDRESS _____

PHONE NO. _____

SOCIAL SECURITY NUMBER _____

YOU ARE RESPONSIBLE FOR NOTIFYING US OF CHANGES IN YOUR MAILING ADDRESS OR TELEPHONE NUMBER.

(THIS PAGE MUST BE SIGNED AND RETURNED WITH APPLICATION MATERIALS)

STATE APPLICATION INSTRUCTIONS

Search employment opportunities on-line at <http://wiscjobs.state.wi.us>

General Instructions:

- These instructions are for use in completing the *Application for State Employment*, form DER-DMRS-38.
- You **must** provide the following: **job announcement code, mother's maiden name, last name, first name, mailing address, city, state, zip, type of employment, county(ies) where you will work, and your signature.**
- You must ensure that the completed, signed *Application* is received on or before the announced deadline date, at the specified location. We are not responsible for late, lost, misdirected or damaged mail.
- You may take clean photocopies of the *Application*, printed front and back on one sheet of paper, and submit that as the official application.
- As a veteran with an honorable discharge or a spouse of a veteran, you may be eligible to receive additional points on your civil service scores. Current state employees are not eligible for veterans points. Please view the Veterans Preference Supplement form DER-MRS-38L, found on-line at <http://der.state.wi.us/static/appmat.htm>.
- Qualified disabled persons may be eligible for consideration in the interview process. Please complete the Disabled Expanded Certification form DER-MRS-159, found on-line at <http://der.state.wi.us/static/appmat.htm>.
- The Department of Employment Relations, Employment Services Center, is at 345 West Washington Avenue, Madison, WI 53703, telephone (608) 266-1731, e-mail ESC@der.state.wi.us.

Step-by-Step Instructions:

1. CIVIL SERVICE JOB TITLE
Complete an Application for each job you apply for unless the job titles were announced together in the same single announcement. Enter the job title as it appears in the announcement.
2. JOB ANNOUNCEMENT CODE(s)
Job Announcement Code(s) are listed in the heading of the job announcement. **An accurate Job Announcement Code is required to process your application.**
3. SCORE REUSE
Check the Score Reuse box if you wish to use your score from the previously administered exam. See your Exam Results Notice from the previously taken exam or call the contact listed in the job announcement to see if your score can be reused. Refer to the *Current Employment Opportunities Bulletin* for more information.
4. SOCIAL SECURITY NUMBER
You must provide a Social Security Number or a written request for an alternate nine-digit number for us to process your application. Your social security number, while not required, will help to ensure the accuracy of your application. Current state employees: Some information may be verified with state employment records to be sure your most current data is available with your application.
5. MOTHER'S MAIDEN NAME
This information is required in order to process your application. Enter your mother's maiden name or another name or word that will serve as an additional identifier to make your applicant record unique.
6. HOW DO WE CONTACT YOU?

You must provide your last name, first name, and complete mailing address for us to process your application. **Notify us in writing of any changes to your address. Please print your contact information clearly.**

7. LEGALLY AUTHORIZED TO WORK IN THE U.S.

Check YES only if you are one of the following: (1) a citizen or national of the United States, (2) a lawful permanent resident, or (3) an alien authorized to work in the United States.

8. WISCONSIN RESIDENCY

Indicate whether you are a permanent resident of the State of Wisconsin. Wisconsin residency is required only for Limited Term and Project positions.

9. EXAM CITY

Listed below are fourteen cities that host exam centers. If the job for which you are applying requires taking an exam at an exam center (see job announcement for examination requirements), choose only **one** of the locations listed below where you will take that exam. Transfer the code for that city to the *Application*.

<u>Code</u>	<u>City</u>	<u>Code</u>	<u>City</u>	<u>Code</u>	<u>City</u>	<u>Code</u>	<u>City</u>
AD	Ashland	KE	Kenosha	PL	Platteville	WA	Wausau
EC	Eau Claire	LX	La Crosse	RH	Rhineland	WR	Wisconsin
FD	Fond du Lac	MD	Madison	RL	Rice Lake		
GB	Green Bay	MW	Milwaukee	SU	Superior	OT	Military (see

Active Duty Military

Please enter OT in section 9 of the *Application* and provide the requested information on page 2 of the *Application*.

Gender and Race/Ethnicity Information

Gender and race/ethnicity information is used for equal employment opportunity/affirmative action (EEO/AA) purposes only. This information is confidential and is retained by state human resources professionals. If you do provide this information, you may be eligible for further consideration of job opportunities through the State of Wisconsin EEO/AA Plan.

10. GENDER

Check only one box.

11. RACE/ETHNICITY - Check only one box using the following definitions:

Black--Not of Hispanic origin: All persons having origins in any of the black racial groups of Africa.

Asian or Pacific Islander: All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands.

American Indian or Alaska Native: Persons descending from any of the original peoples of North America who possess ¼ degree of documented tribal descendancy or are enrolled with a federally or state recognized tribe, or are recognized by a federally or state recognized tribe as American Indians for state affirmative action purposes.

Hispanic: All persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race.

White--Not of Hispanic origin: All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.

12. BIRTH DATE

Use numbers giving the month/day/year you were born (MM/DD/YYYY). This information is used for administrative purposes only.

13. EDUCATIONAL LEVEL

Check only one box in the *Application*. Indicate your single highest level of education.

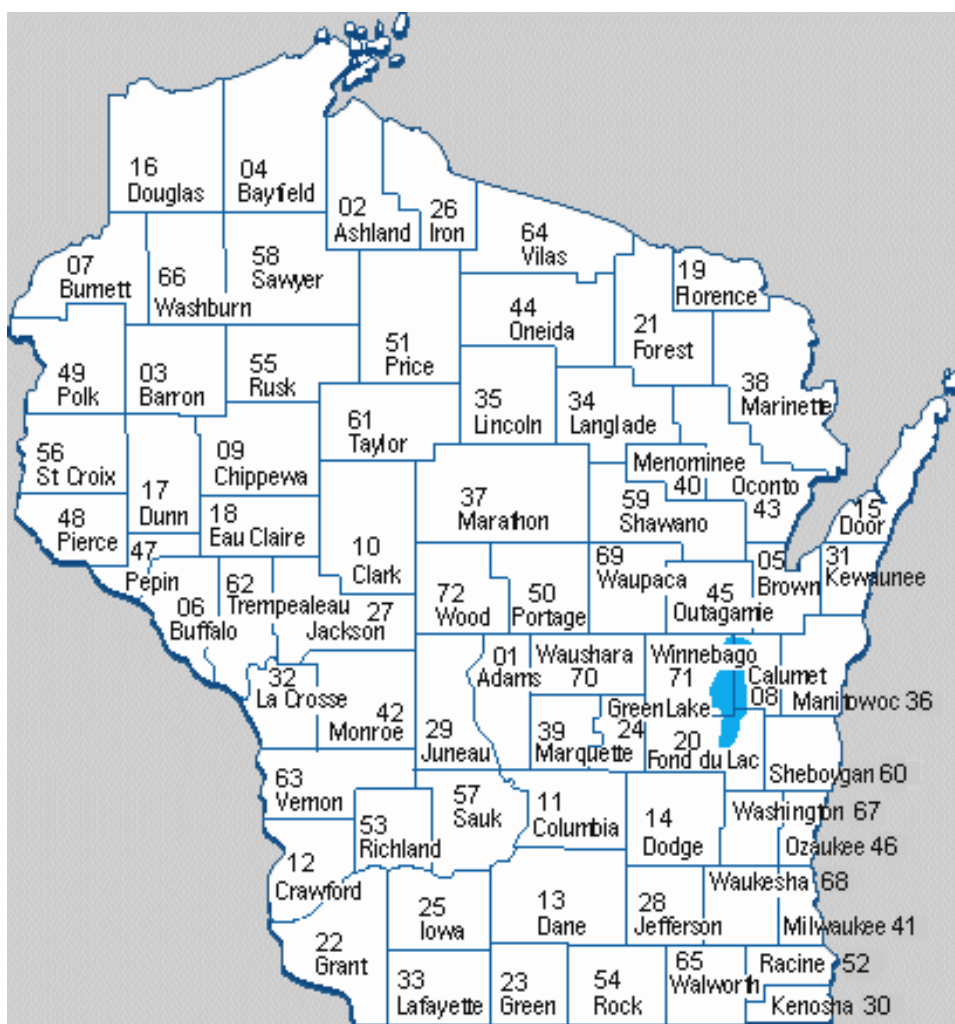
14. **WORK PREFERENCES: HOURS AND SHIFTS**

You must include the type of employment you will accept in order for us to process your application. Check all types of work that you will accept.

15. WHERE WOULD YOU LIKE TO WORK NOTE: YOU MUST ALSO COMPLETE THE AREA PREFERENCE FORM THAT IS INCLUDED IN THIS PACKET.

Select the desired code(s) below for the county or counties where you will accept work and transfer that two-digit number to section 15 in the *Application*. See map below. **We will consider you only for jobs in the locations where you tell us you will work. You must enter at least one code for us to process your application.**

<u>Code</u> <u>County</u>	<u>Code</u> <u>County</u>	<u>Code</u> <u>County</u>	<u>Code</u> <u>County</u>	<u>Code</u> <u>County</u>
01 - Adams	16 - Douglas	31 - Kewaunee	46 - Ozaukee	61 - Taylor
02 - Ashland	17 - Dunn	32 - La Crosse	47 - Pepin	62 - Trempealeau
03 - Barron	18 - Eau Claire	33 - Lafayette	48 - Pierce	63 - Vernon
04 - Bayfield	19 - Florence	34 - Langlade	49 - Polk	64 - Vilas
05 - Brown	20 - Fond du Lac	35 - Lincoln	50 - Portage	65 - Walworth
06 - Buffalo	21 - Forest	36 - Manitowoc	51 - Price	66 - Washburn
07 - Burnett	22 - Grant	37 - Marathon	52 - Racine	67 - Washington
08 - Calumet	23 - Green	38 - Marinette	53 - Richland	68 - Waukesha
09 - Chippewa	24 - Green Lake	39 - Marquette	54 - Rock	69 - Waupaca
10 - Clark	25 - Iowa	40 - Menominee	55 - Rusk	70 - Waushara
11 - Columbia	26 - Iron	41 - Milwaukee	56 - Saint Croix	71 - Winnebago
12 - Crawford	27 - Jackson	42 - Monroe	57 - Sauk	72 - Wood
13 - Dane	28 - Jefferson	43 - Oconto	58 - Sawyer	
14 - Dodge	29 - Juneau	44 - Oneida	59 - Shawano	
15 - Door	30 - Kenosha	45 - Outagamie	60 - Sheboygan	
				99 - All Counties



Cities with population of more than 100,000:

- Madison (state capital) is in Dane County, code 13
- Milwaukee (largest city) is in Milwaukee County, code 41
- Green Bay is in Brown County, code 05

16. HOW DID YOU FIND OUT ABOUT THIS JOB?

Please identify the source(s) of information that led you to apply for this vacancy.

- 16(K) **Wisconsin Colleges/Universities:** If applicable, use the codes below to identify the Wisconsin College or University where you learned about this job opportunity. Enter a code from the list below in section 16(K) of the *Application* form.

<u>Code</u>	<u>College/University</u>	<u>Code</u>	<u>College/University</u>	<u>Code</u>	<u>College/University</u>
01 -	Alverno College	22 -	Moraine Park Technical	43 -	UW-Marinette
02 -	Beloit College	23 -	Mount Mary College	44 -	UW-Marshfield/Wood County
03 -	Blackhawk Technical	24 -	Mount Senario College	45 -	UW-Milwaukee
04 -	Cardinal Stritch University	25 -	Nicolet Area Technical	46 -	UW-Oshkosh
05 -	Carroll College	26 -	North Central Technical	47 -	UW-Parkside
06 -	Carthage College	27 -	Northeast Wisconsin Technical	48 -	UW-Platteville
07 -	Chippewa Valley Technical	28 -	Northland College	49 -	UW-Richland
08 -	Concordia University	29 -	Ripon College	50 -	UW-River Falls
09 -	Edgewood College	30 -	Silver Lake College	51 -	UW-Rock County
10 -	Fox Valley Technical	31 -	Southwest Wisconsin Technical	52 -	UW-Sheboygan
11 -	Gateway Technical	32 -	St. Norbert College	53 -	UW-Stevens Point
12 -	Lakeland College	33 -	UW-Baraboo/Sauk County	54 -	UW-Stout
13 -	Lakeshore Technical	34 -	UW-Barron County	55 -	UW-Superior
14 -	Lawrence University	35 -	UW-Eau Claire	56 -	UW-Washington County
15 -	Madison Area Technical	36 -	UW-Fond du Lac	57 -	UW-Waukesha
16 -	Marian College	37 -	UW-Fox Valley	58 -	UW-Whitewater
17 -	Marquette University	38 -	UW-Green Bay	59 -	Viterbo College
18 -	Mid-State Technical	39 -	UW-La Crosse	60 -	Waukesha County Technical
19 -	Milwaukee Area Technical	40 -	UW-Madison	61 -	Western Wisconsin Technical
20 -	Milwaukee Institute of Art & Design	41 -	UW-Manitowoc	62 -	Wisconsin Indianhead Technical
21 -	Milwaukee School of Engineering	42 -	UW-Marathon County	63 -	Wisconsin Lutheran College

- 16(L) **Newspapers:** If applicable, use the codes below to identify the newspaper where you learned about this opportunity. Enter a code from the list below in section 16(L) of the *Application* form.

<u>Code</u>	<u>Newspaper</u>	<u>Code</u>	<u>Newspaper</u>	<u>Code</u>	<u>Newspaper</u>
01 -	Appleton Post-Crescent	14 -	La Crosse Tribune	27 -	Stevens Point Journal
02 -	Ashland Daily Press	15 -	Madison Capital Times	28 -	Umoja
03 -	Beaver Dam Daily Citizen	16 -	Madison Times	29 -	Watertown Daily Times
04 -	Beloit Daily News	17 -	Madison Wisconsin State Journal	30 -	West Bend Daily News
05 -	Campus Newspaper	18 -	Manitowoc Herald Times Reporter	31 -	Wisconsin Rapids Daily Tribune
06 -	Chippewa Falls Herald	19 -	Marshfield News Herald		
07 -	Eau Claire Leader-Telegram	20 -	Milwaukee Journal Sentinel		<u>Out-of-State Newspapers</u>
08 -	Employment Times	21 -	Milwaukee Times	32 -	Chicago Sun-Times
09 -	Fond du Lac Reporter	22 -	Now Hiring	33 -	Chicago Tribune
10 -	Green Bay News Chronicle	23 -	Oshkosh Northwestern	34 -	Minneapolis Star-Tribune
11 -	Green Bay Press Gazette	24 -	Racine Journal Times	35 -	Rockford Register Star
12 -	Janesville Gazette	25 -	Shawano Leader	36 -	St. Paul Pioneer Press
13 -	Kenosha News	26 -	Sheboygan Press	37 -	Wall Street Journal

17. REFERRAL PERMISSION

Check yes to give us permission to refer your name to other public employers such as state agencies, universities, and city and county governments. Your response will not affect your eligibility for state employment.

State of Wisconsin Department of Employment Relations
APPLICATION FOR STATE EMPLOYMENT

* Required items

1. **Civil Service Job Title** as it appears in the announcement: _____
2. ***Job Announcement Code(s)** of the position(s) for which you are applying: _____
- Job Code #1 - Job Code #2 - Job Code #3 -
3. **Score Reuse:**

4. **Social Security Number:** - -
5. ***Mother's Maiden Name:** _____

6. **How do we contact you?**

*Last Name:		*First Name:		M.I.:
*Mailing Address:				
*City:	*State:	*Zip:	Country:	
Day Phone:		E-Mail Address:		
Evening Phone:		Other Number:		

7. **I am currently legally authorized to work in the United States.** ☐ Yes ☐ No
8. **I am a Wisconsin resident.** ☐ Yes ☐ No

9. **Exam City Code:** ____ (Complete this if a written exam is required; see instructions for the codes.)

Gender and race information are used for equal employment opportunity/affirmative action purposes only.

10. **Gender:**

☐ Female ☐ Male

12. **Birth Date:**

Birth date information is used for administrative purposes only. Use numbers, e.g., 02/09/1971 (MM/DD/YYYY)

____ / ____ / ____

11. **Race/Ethnicity:**

(Check only one.)

- ☐ 1 Black (Not Hispanic) ☐ 2 Asian or Pacific Islander ☐ 3 American Indian/Alaska Native ☐ 4 Hispanic ☐ 5 White (Not Hispanic)

13. **Educational Level:** Check highest level completed.

- ☐ 01 Did not complete high school/GED ☐ 02 Completed GED/HSED ☐ 03 Graduated from high school ☐ 04 Some college, no degree ☐ 05 One-year vocational diploma ☐ 06 Two-year associate degree ☐ 07 Bachelor's degree ☐ 08 Some graduate degree courses ☐ 09 Graduate college degree

14. ***What are your work preferences** for the position for which you are applying? Check all that you will accept.

- ☐ FT Full-time (40 hours/week) ☐ PT Part-time (less than 40 hrs/wk)
- ☐ EH Evening 2nd shift (3 to 11 pm or similar) ☐ NT Night 3rd shift (11 pm to 7 am or similar)
- ☐ SE Seasonal (minimum of 600 hours per year but less than 1,828 hours per year.)

15. ***Where would you like to work?** Enter counties where you will accept employment.

Note: We will consider you only for jobs in the locations where you tell us you will work. You must identify at least one county for us to process your application. Enter 2-digit County Code(s) below using the list provided in the instructions.

County Code(s): ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____

16. **How did you hear about this job?** Check all that apply.

<input type="checkbox"/> A Internet: <i>Select below.</i>	<input type="checkbox"/> M Current State Employee
<input type="checkbox"/> B http://jobs.der.state.wi.us	<input type="checkbox"/> N Radio Ad
<input type="checkbox"/> C www.wisconsin.gov	<input type="checkbox"/> O Television Ad
<input type="checkbox"/> D DWD/JOBNET	<input type="checkbox"/> P Job Fair
<input type="checkbox"/> E other career sites	<input type="checkbox"/> Q State Workshop
<input type="checkbox"/> F state agency web site	<input type="checkbox"/> R Library
<input type="checkbox"/> G Department of Employment Relations	<input type="checkbox"/> S W-2 SET/SEO Services
<input type="checkbox"/> H Job Service/Job Center	<input type="checkbox"/> T Direct Mail
<input type="checkbox"/> I Another State Agency	<input type="checkbox"/> U Current Employment Opportunities Bulletin
<input type="checkbox"/> J Community Organization	<input type="checkbox"/> V Other
<input type="checkbox"/> K Wisconsin College/University: See list of codes in instructions; enter College/University code here:_____	
<input type="checkbox"/> L Newspaper: See list of codes in instructions; enter Newspaper code here:_____	

17. **Referral Permission:** State agencies and universities may search our database for applicants with specific skills or experiences. Do you wish to have your application available to other state agencies, universities, and city and county governments?
☐ Yes ☐ No

Active Duty Military: We will test active duty military members stationed out of state who are unable to test at our regularly scheduled exam centers. We will test only at approved U.S. military installations and only if the exam is administered by a Test Control Officer or equivalent person. Please provide the following information for the person who has agreed to administer the exam. A fee may be charged for this service.

Exam Administrator: Last Name:_____ First Name:_____ M.I.:_____

Title:_____ Agency:_____

Complete Mailing Address:_____

City:_____ State:_____ Zip:_____ Phone:_____

Certification Statement

I certify that the information I have provided in this application is true to the best of my knowledge and I understand that I may be required to verify the information before being appointed. I understand that any false, misleading, or missing information may disqualify me from employment consideration.

☐ I agree. ☐ I disagree. ***Signature:**_____ **Date:**_____

VETERANS PREFERENCE SUPPLEMENT
TO THE APPLICATION FOR STATE EMPLOYMENT

- **PREFERENCE POINTS:** Qualifying veterans and certain spouses of veterans can be granted preference points on civil service exams. These points will be granted at the state agency that receives the application materials. "Qualifying" means that the veteran served during one of the periods or in a qualifying campaign listed in Section **B** (on the reverse side of this form) AND you are not a current permanent state employee in the classified civil service. **If you wish to claim veterans preference, please complete the reverse side of this form and submit it with your Application for State Employment (Form DER-MRS-38, Rev. 6/02).**
 - **DISABLED VETERANS: PROMOTIONAL EXAMINATIONS:** If you are currently a permanent classified state employee and you are a veteran with a service-connected disability of 70% or greater, your name may be included with the list of names sent to the hiring agency for interviews from promotional exams. If you qualify, you must complete item **B4** on the reverse side of this form to receive this benefit.
 - **LATE APPLICATIONS:** Under certain circumstances, veterans may submit applications after the application deadline date and still be tested and considered for job vacancies. Recently discharged veterans who want to file a late job application must complete the reverse side of this form. Veterans who meet the definition in "A" below should complete Sections **A and D** on the reverse side of this form. Late applications will be accepted if ALL the following conditions (Items A through E) are met:
 - A. The following definition of "veteran" applies only for accepting late applications. IT IS NOT THE SAME DEFINITION USED FOR VETERANS PREFERENCE POINTS. You are a veteran, for late application purposes only, if you meet at least one of the following:
 1. Served on active duty in the U.S. Armed Forces for at least 180 days, not including training; or
 2. Were discharged from the U.S. Armed Forces because of a disability incurred during active duty or because of a disability that is later determined by the U.S. Department of Veterans Affairs to have been incurred during active duty; or
 3. Were honorably discharged from the U.S. Armed Forces; or
 4. Are eligible to receive federal veterans' benefits.
 - B. Your application is filed not more than 45 days after you separated from the U.S. Armed Forces.
 - C. The civil service employment register was established not more than 60 days before you separated from the U.S. Armed Forces.*
 - D. The civil service employment register has not expired.*
 - E. The examination for the position is a machine-scored (multiple choice) exam.*
- * You can obtain the information needed for items C, D, & E from the personnel contact shown in the job announcement or by contacting the Job Information Center at (608) 266-1731.

TO CLAIM PREFERENCE POINTS OR TO QUALIFY TO SUBMIT A LATE APPLICATION, PLEASE COMPLETE THE REVERSE SIDE OF THIS FORM AND SUBMIT IT WITH YOUR APPLICATION FOR STATE EMPLOYMENT (FORM DER-MRS-38, REV. 06/02).

VETERANS PREFERENCE SUPPLEMENT to the *Application for State Employment*

Please read the information on this form before completing. Please print all requested information.

A. PERSONAL INFORMATION

1. Social Security Number (or assigned 9-digit number)		2. Mother's Maiden Name*	
3. Last Name		4. First Name	5. Middle Initial
6. Mailing Address		7. City	8. State
9. Day Phone ()		10. Evening Phone ()	

*Enter your mother's maiden name or another name or word that will serve as an additional identifier to make your applicant record unique.

B. PREFERENCE POINTS: CHECK ALL BOXES THAT APPLY

MARK (X) THE CORRECT BOX BELOW TO TELL US WHAT STATUS YOU ARE ELIGIBLE FOR.

1. ☐ I am a non-disabled veteran. (10 points)
2. ☐ I am a disabled veteran whose disability is LESS THAN 30%, and it is service-connected. (15 points)
3. ☐ I am a disabled veteran whose disability is 30% OR MORE and it is service-connected. (20 points)
4. ☐ I am a disabled veteran and a current state employee in classified service whose disability is 70% OR GREATER, and it is service-connected.
5. ☐ I am a spouse of a disabled veteran whose disability is 70% OR GREATER, and is service-connected. (10 points)
6. ☐ I am an un-remarried spouse of a veteran who was killed in action OR died from a service-connected disability. (10 points)

C. ACTIVE SERVICE INFORMATION

MARK (X) THE CORRECT BOX BELOW TO TELL US WHICH PERIOD WAS SERVED.

I had active service for at least one day during one of the following wartime periods:

- ☐ 01 - August 27, 1940, to July 25, 1947
- ☐ 02 - June 27, 1950, to January 31, 1955
- ☐ 03 - August 5, 1964, to July 1, 1977
- ☐ 04 - I served on active duty as a member of the Reserve or National Guard who was ordered to active duty because of the 1961 Berlin Crisis under Section I of Executive Order 10957;
- ☐ 05 - Persian Gulf War/Desert Shield/Desert Storm (August 1, 1990, to date to be determined)
- ☐ 06 - Afghanistan War (September 11, 2001, to date to be determined)

I am entitled to the Armed Forces, Navy, or Marine Corps Expeditionary Medal or the Vietnam Service Medal for participation in the following campaigns that occurred within the inclusive dates indicated.

- ☐ 10 - Berlin August 14, 1961, to June 1, 1963
 - ☐ 11 - Congo July 14, 1960, to September 1, 1962
 - ☐ 12 - Cuba October 24, 1962, to June 1, 1963
 - ☐ 13 - Grenada October 23, 1983 to November 21, 1983
 - ☐ 14 - Laos April 19, 1961, to October 7, 1962
 - ☐ 15 - Lebanon July 1, 1958, to November 1, 1958
 - ☐ 16 - Lebanon August 1, 1982, to August 1, 1984
 - ☐ 17 - Quemoy and Matsu August 23, 1958 to June 1, 1963
 - ☐ 18 - Taiwan Straits August 23, 1958 to January 1, 1959
 - ☐ 19 - Vietnam July 1 1958, to August 4, 1964
 - ☐ 20 - Middle East Crisis See S 45.34(2), Wis. Stats.
 - ☐ 21 - Operation Just Cause – Panama December 20, 1989, to January 31, 1990
 - ☐ 22 - Operation Restore Hope-Somalia December 9, 1992, to date to be determined
 - ☐ 23 - Bosnia December 1, 1995, to date to be determined
 - ☐ 24 - Operation Enduring Freedom September 11, 2001, to date to be determined
- ☐ 99 - **I served for at least two continuous years on active duty under honorable conditions; or the full period of my initial service obligation; or was discharged or released after less than two years due to hardship; a service-connected disability or a reduction in the armed forces.** (Service did not have to occur during a specified war period or campaign.)

D. LATE APPLICATIONS

- ☐ 1. Mark (X) this box only if you meet the definition of a veteran in item "A" on the reverse side.
- ☐ 2. Mark (X) this box only if you want to be scheduled for the civil service test as a late applicant AND you checked item 1 above to indicate that you qualify. See reverse side for late application information.

PLEASE ATTACH VERIFICATION OF YOUR SERVICE IN THE ARMED FORCES (DD-214) AND ALSO A LETTER FROM THE VETERAN'S ADMIN. SHOWING PERCENTAGE OF DISABILITY IF YOU HAVE A SERVICE-CONNECTED DISABILITY.

Position Description for Lien & Levy Collection Specialist

Position Summary:

Under the general supervision of the Public Assistance Collection Unit Supervisor, this position is responsible for the collection of public assistance debt including determining and initiating legal action. It is a complex professional level position requiring extensive knowledge of chapter 49 Wisconsin statutes and legal precedent, lien priority law, execution and exemption law, Federal bankruptcy and state insolvency law.

This position will also be responsible for the general maintenance of the Central Recoveries Enhanced System (CRES) and assist with collection reports and overpayments as they pertain to the collection methods implemented. This position provides customer service, both verbal and written, to clients with benefit overissuances. This includes liens, levies and delinquent debts subject to tax intercept collection.

SECTION A ~80%

Recovery of Delinquent Public Assistance Debt through Legal Action

35% A1 Gather and Evaluate Data

- 15% **A1.1 Investigate.** Conduct extensive investigation to locate debtors, their assets, real and personal property (i.e. –vehicles, bank accounts, wages or other seizable assets) and cooperate with other regulatory agencies- (Dept. of Transportation, Dept. of Justice, Dept. of Revenue, postal service, Internal Revenue Service, police depts.)
- 10% **A1.2 Skip Trace.** Locate employers and/or responsible officers through the use of skip tracing techniques. Examine telephone records and directories and other governmental agency records. Identify new address information using Dept. of Motor vehicles data, telephone directories, field collector, benefit claim screens, new hire data and out of state wage information. Locate individuals with Public Assistance debt using credit bureau data, Wisconsin Circuit Court Automation Program (CCAP) and internet search engines.
- 6% **A1.3 Analyze and Initial Determination.** Make informed decision of most effective collection method. Decide course of appropriate action to continue collection actions. Initiate appropriate correspondence, approve installment arrangements and notify employers of impending legal action. Explain technical aspects of Wisconsin statutes, administrative code and department policy to clients, their representatives or public officials. Evaluate the impact of the collection activities taken. Understand the procedures and impacts on the client and agency partners. Analyze and evaluate cases for legal action to determine debtor's liability, correct legal identity of debtor, absence of legal bars to collection and whether further data is necessary. Ensure the initial determinations have been issued, the amount due is accurate and the appeal period has expired. This requires extensive knowledge of personal liability determination and the appeal rights of the debtor.
- 2% **A1.4 Document.** Record the details of the collection action taken in the account history.

Position Description for Lien & Levy Collection Specialist

- 2%** **A1.5 Coordinate Efforts.** Coordinate with other tax agencies through mutual collection of debts or negotiation of an equitable division of debtor assets. Understand lien preference and existing agreements with IRS and DOR.
- 25%** **A2 Initiate Legal Action**
- 10%** **A2.1 Issue Levy.** Seize assets in the hands of a third party through the use of levy action. Negotiate release and partial releases. Respond to inquiries from third parties, debtors and others regarding the departments levy authority and what assets are included in the levy action.
- 8%** **A2.2 Issue Warrant.** Prepare warrant (judgement lien) for Public Assistance debt, determining appropriate location, monetary value and proper notification to debtor. Provide accurate pay out amounts on these liens to debtors, attorneys, financial institutions, realtors and others.
- 5%** **A2.3 Other Legal Action.** Prepare proper legal documents including affidavits and order, dismissal orders, release of garnishee, and/or release of liens.
- 2%** **A2.4 Issue Execution of Warrant.** Make recommendations for the execution of warrants through sheriff's department to seize debtor's property for satisfaction of debt. Advise agent on course of action, debtors assets and/or resolution of liability with payment alternatives.
- 15%** **A3 Lien & Levy Releases**
- 7%** **A3.1 Total Release.** Respond to inquiries regarding payouts necessary to authorize the departments clearance of real estate transactions involving debtor's property. Compute liability and satisfaction costs. Negotiate payment and method of payment.
- 5%** **A3.2 Partial Release.** For issues involving partial releases, subordination or subjugation of liens, collect data, review documents and recommend decision to the unit supervisor, review decision and implement payments and releases according to Department policy.
- 3%** **A3.3 Notice of Insolvency.** Understand the impacts of bankruptcy and stay actions. Determine what actions can continue under bankruptcy and ensure all demands for collection have halted under the stay. Analyze the impact of bankruptcy and determine when appropriate to assess and prepare personal liability. Process any levy releases according to the stay provisions. Review for discharge and collect on any debt remaining on the account.
- 5%** **A4 Negotiate and Establish Payment Plans.** Confirm liability and establish payment plans and assure proper application of those payments. Assure proper policy is followed in docketing warrants with respect to installment arrangement approvals. Explain the consequences for failing to comply with repayment plan.

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Section B ~20%

Recovery of Delinquent Public Assistance Debt through Non-legal Action

- 7% B1 Call Management.** Receive incoming calls telephone calls from clients about their account history and tax-offset notices and offsets.
- 5% B2 Collect, adjust and explain account liability.** Resolve issues with clients and answer general information inquiries on public assistance collection law and specific inquiries on account history and applications. Handle telephone or written inquiries and problems. Respond in writing to letters requiring complex interpretive answers and compose and forward letters of transmittal and acknowledgment.
- 2% B3 Fiscal Activities.** Relates to all monies received in the state's centralized collection unit. Research and evaluate client accounts with local agency information and contact. Sort through overpayment begin balances and ensure all repayments are applied appropriately.
- 2% B4 Review System.** Maintain an effective review system to monitor accounts. Maintain current policy files on tax offset programs.
- 2% B5 Provide technical assistance** and consultative services to staff, management and local maintenance agencies. Respond to local agencies concerning policies and procedure of collection methods implemented.
- 2% B6 Initial Determinations.** Issue when necessary appealable determinations to ensure accuracy, appropriateness and support of liability due. Help the debtor understand appeal rights and the appeal process.

Section C

Knowledge and Skills

Required knowledge, skills and abilities include: knowledge of Wisconsin Public assistance collection law, bureau and section policy and procedures. Knowledge of the unit's automated computer system, department of transportation computer system and word processing software packages. Strong verbal and written communication skills to handle confrontational situations dealing with debtors or their representative by phone or in written communications. Must be able to negotiate with debtors, often in hostile situations. Ability to work and make decisions independently.

- C1 Working Relationships.** Respond to requests for information regarding federal regulations, state or federal program requirements, reporting requirements and other administrative service needs. Provide technical assistance in the interpretation of federal and state regulations, policies and procedures regarding Public Assistance program's lien and levy process. Assist other staff and employers with interpretation and program analysis, identify technical assistance and training needs.

C2 Applying Analytical Skills

Interpret. Read and interpret complex legal documents, understand their outcome, and ensure that the correct adjustments are processed and explained to the debtor. Identify account errors, track the events that led up to the error, and properly correct.

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C3 Communication Skills

Verbal Communication. Negotiate with debtors, often in hostile situations. Explain and interpret complex law in simple terms. Ability to give good verbal reports and recommendations. Considerable skill in negotiating agreements between organizational units with potentially conflicting priorities.

Written Communication. Prepare and provide business letter demonstrating knowledge of the rules of grammar, punctuation, and composition styles. Lead internal and external workgroup and teams to assist in effective communication of programs and services. Assist in development of planning guidelines and operations policies and procedures to ensure coordinated delivery service. Prepare materials and make presentations concerning lien and levy processes. Provide direction and consultation to teams and staff on unit guidelines and requirements.

C4 Other Knowledge and Skills

- Basic understanding of fiscal theories and practice.
- Ability to establish and maintain effective working relationships with supervisor, co-workers, local agency personnel and the public.
- Ability to effectively use personal computer and software such as Microsoft WORD, ACCESS and EXCEL.
- Ability to prioritize workload to maintain a balance with diverse responsibilities.
- Ability to guide a project from beginning to completion.
- Assist with other duties as assigned.
- Provide backup for other staff.